

# WEST COAST SALES CHECKLIST



## Why Alinta Energy is a wise choice

Sure, a better energy offer is a good reason to choose us. But the truth is, it's not the only one.



### 1. Free to come, free to go

We have no lock-in contracts and no exit fees, so your customers can feel safe in the knowledge that they are not locked in.



### 2. Guaranteed discounts

Generous discounts off Alinta Energy's standard gas usage charges



### 3. Onshore support

Our ACN-dedicated sales team is based in Perth and is here to help with all your customer sales queries.



### 4. Access to the Alinta Energy Rewards Shop

Exclusive to our customers, our Rewards Shop offers discounts on electronics, groceries, movie tickets and much more.

## Sales

### 1. Upsell

Ask your customers if they have other properties. We offer both electricity and gas across NSW, VIC, SA and SEQLD, for both Residential and Small Business customers.

### 2. Upgrade

Existing Alinta Energy customers can be upgraded. Utilise your dedicated ACN Support Team on **1300 557 508**.

## Order Journey

### 1. Always ensure your customers start their journey on your Personal IBO Website

This will ensure that your customer referrals are allocated to you.

### 2. Make sure your customers have a copy of their current gas invoice handy

This will help to ensure we can process the order as quickly as possible and without need for intervention.

## Identification and Credit

### 1. Getting ID right

Make sure your customer enters their name exactly as it appears on their official government-issued identification documentation. Name fields will be locked during the online signup process; middle name can be entered if required within the online signup.

### 2. Do not duplicate

Customers should never submit multiple applications for the same order.

### 3. Do not enter your own address or contact details on behalf of the customer

The customer must always complete the signup themselves.

### 4. Always state it's an ACN referral

If your customer is calling the dedicated team, remind them to state it is an ACN referral and to provide your IBO ID and the ACN Sales Reference Number.



**We're WA's largest  
natural gas retailer**



**Account establishment fees waived  
for new ACN customers**



**No lock in contracts  
or exit fees**

**We're here to help.**

**If you or your customers need help, just pick up the phone to our ACN-dedicated team on 1300 557 508. Our onshore team is available from 8am – 6pm Monday to Friday and 8am to 12pm on Saturday (AWST).**